

## Validation Tactics

Validation (Patient) Rounding	Employee/ Inter-disciplinary Rounding	Data/Surveys	Competency Evaluation (Testing/Observations)
Validation Rounding is a conversation with a patient (and/or family member) to establish rapport, harvest recognition opportunities, assess employee performance, validate that performance expectations are being met, validate that processes are working, identify opportunities for service recovery, and to “manage up” the caregivers.	One-on-one rounding conversations are always purposeful when you have the right intent and questions; and adding an intent to validate is a good one. Changing up your rounding questions to target the nursing bundle element that you are validating can help keep rounding “fresh” and purposeful.	When we only trust our gut (or subjective information) in regard to the current status of changes, we may not be armed with the knowledge needed to initiate, or continue, the drive to improve. Data and survey findings coupled with other validation tactics are necessary for a robust improvement process.	Demonstrating to others the status of skills, abilities, and/or knowledge
“Our goal is to be thorough in our communication about your care. Around the hours of 7am and 7pm, our staff changes in this unit. Can you tell me how the nursing leaving and the nursing coming on interact with you and/or your family during this time?”	<ol style="list-style-type: none"> <li>1. <i>What is working well with _____?</i></li> <li>2. <i>The goal is for _____ to be consistently practiced (every patient, every encounter, every time). What may be getting in the way of this consistency?</i></li> <li>3. <i>To make _____ even more impactful in improving patient care, what suggestions do you have?</i></li> </ol>	Purposeful (Hourly) Rounding: Call Light Volumes, Falls, Decubitus Ulcers, Patient Satisfaction (e.g., Responsiveness of Staff, Nurse Communication, Cleanliness), Nurse Satisfaction	<ul style="list-style-type: none"> <li>• Role Playing Demonstration</li> <li>• Direct Observation</li> <li>• Quiz/Test – Written or Oral</li> <li>• Simulation</li> </ul>